



# Grove City Parks and Recreation

## Learn to Swim Lessons at the Big Splash



Please help us provide the best customer service possible by completing and returning at your earliest convenience.

Class Level (circle one): 1 2 3 4 5 6 7

Time of Day (circle one): A.M. P.M.

Session (circle one): I II III

Instructor's Name (optional): \_\_\_\_\_

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
1. The instructor was clear and understandable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The instructor was knowledgeable about the course subject matter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The instructor was courteous and helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The facility was safe and accessible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The facility was clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Overall, this program was beneficial	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. The instructor to participant ratio was appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The class was offered at a convenient day and time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The class was a good value for the fee I paid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Registration for this class was convenient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The overall class experience was positive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Do you have a season pass (circle one)? Yes No

13. Where did you hear about Learn to Swim Lessons? \_\_\_\_\_

14. The Parks and Recreation Department offers the following benefits (please check all that apply):

- |  |   |
|--|---|
| <input type="checkbox"/> Safe environments                                 | <input type="checkbox"/> Contributes to a healthy lifestyle |
| <input type="checkbox"/> Positive youth engagement                         | <input type="checkbox"/> Increased quality family time      |
| <input type="checkbox"/> Attracts new resident housing and business growth | <input type="checkbox"/> Other: _____                       |

15. Which is the best way for your household to receive information about any program, service and/or facility available through the Parks and Recreation Department (please rank your preferences, with 1 as your most preferred method of communication and 8 your least preferred?)

- |   |  |
|---|--|
| <input type="checkbox"/> Newspaper          | <input type="checkbox"/> Word of mouth         |
| <input type="checkbox"/> Posters and flyers | <input type="checkbox"/> Direct e-mail         |
| <input type="checkbox"/> "The Source"       | <input type="checkbox"/> City entrance signage |
| <input type="checkbox"/> City website       | <input type="checkbox"/> Other: _____          |

16. If you would like to receive Grove City's free e-newsletter, please provide your e-mail (optional):

\_\_\_\_\_

17. If you would like a staff person to contact you, please provide your name and phone number (optional):

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Additional space for comments is available on the back. Thank you!